Release Notes for 3Com® Asterisk Appliance Release 1.4.0.14.3

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Important Information 2

Updating the 3Com Asterisk Appliance to Release 1.4.0.14.3 2

Supported Browsers 3

Fax Support 3

Saving Configuration Changes 3

Calling Queues 4

Modifying Configuration Files 5

Updating Your 3Com Asterisk Appliance Configuration 5

Updating the Bootloader Image 5

Updating the 3Com Asterisk Appliance Firmware Image 6

Updating the Telephone Image Files 8

Configuring Polycom Telephones 9

Backing up and Restoring the 3Com Asterisk Appliance 10

Guidelines for Using the Bandwidth.com Service Provider 10

Problems Corrected in R1.4.0.14.3 14

Problems Corrected in R1.4.0.14.2 14

Known Anomalies for the 3Com Asterisk Appliance 14

Documentation Comments 16

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The 3Com Asterisk Appliance is a stand-alone PBX, which runs a specially enhanced version of the Asterisk software. It is suitable for the desktop or mounting in a typical network closet or restricted access location. The 3Com Asterisk Appliance is ideal for small office environments.

The 3Com Asterisk Appliance can function not only as a PBX, but also as a voice mail server, IVR server, conferencing server, VoIP ATA, or VoIP gateway. It has four FXO ports and four FXS analog ports. Additionally, the built-in four port LAN switch and WAN port allow it to serve as a basic router.

See the 3Com Partner Access web site or the 3Com ftp site for additional information and resources for the 3Com Asterisk Appliance, such as:

- A README file that augments the information in this document.
- The firmware, bootloader, and 3Com telephone images.
- The CompactFlash Image and its corresponding README file.
- Time zone files, which you down load using the Networking page in the 3Com AsteriskGUI. Follow the instructions in the *3Com Asterisk Appliance Administrator's Guide* to set the time zone for your appliance.
- The *3Com Asterisk Appliance Administrator's Guide*.

The 3Com Service FAQs (frequently asked questions) site provides additional information about 3Com Asterisk. Point your browser to http://servicefaq.3com.com and select Asterisk from the drop-down menu. Check this site frequently for new FAQs.

For information about using 3Com Asterisk with 3Com telephones, point your browser to http://www.3com.com/downloads. Enter the product number, 3CR10551A, and then click the Search button.

As always, address all questions about the 3Com Asterisk Appliance and related hardware and software to your authorized 3Com reseller.

Important Information

Updating the 3Com Asterisk Appliance to Release 1.4.0.14.3

Release 1.4.0.14.3 includes new 3Com Asterisk Appliance firmware and telephone images. To update the 3Com Asterisk Appliance to Release 1.4.0.14.3, see Updating Your 3Com Asterisk Appliance Configuration and do the following:

- Skip the section that describes how to update the bootloader image. Because Release 1.4.0.14.3 does not include a new bootloader image, there is no need to update the image.
- Update the 3Com Asterisk Appliance firmware to Release 1.4.0.14.3. Follow the steps in the Updating the 3Com Asterisk Appliance Firmware Image section. The firmware image file is **uImage-dgm-1.0.3.2-3com-r1.4.0.14.3**
- Update the telephone image to Release R_7_1_47_3. Follow the steps in the Updating the Telephone Image Files section. The telephone image file is **phone_image_R_7_1_47_3.tar.gz**.

Supported Browsers

To access the 3Com AsteriskGUI, use the **Firefox** browser, Release 1.5 or a later release.

Note: If you exit the browser, a new browser session might not require a user to provide login information and allows full access to the 3Com AsteriskGUI. To ensure that users are required to provide a username and password each time a new browser window opens:

1 From the Firefox toolbar, click *Tools* > *Options*.

2 Click the *Privacy* icon.

3 In the *Private Data* dialog box, enable *Always clear my private data when I close Firefox*.

4 Click *OK*.

Fax Support

The 3Com Asterisk Appliance supports analog-to-analog fax transmission. Fax detection and routing are supported using analog FXS connections. Note that IP-to-analog fax transmission is not supported.

Saving Configuration Changes

The 3Com AsteriskGUI includes these controls:

- **Save** – changes are made in memory, however, they are not active or permanent
- **Activate Changes** (in the upper right of the page) – makes any changes active, however, the changes are not permanent
- **Save Configuration** (on the Home page) – changes are permanently retained after you reboot or power cycle the appliance

To ensure that you save any configuration changes permanently:

1 Click *Save* in the 3Com AsteriskGUI page in which you have made changes.

2 Click *Home* on the left navigation tab.

3 Click *Save Configuration* on the Home page.

4 Click *Activate Changes* in the upper right of the page.

Note: If you click *Network* > *LAN*, modify LAN settings, and then click *Save*, the changes become effective immediately. Make sure that you enter the correct IP address so that you do not lose access to the 3Com AsteriskGUI immediately after clicking the *Save* button.

Note: Before you remove the power cord from the 3Com Asterisk Appliance, make sure that you complete and then save your configuration changes.

Calling Queues

From the *Call Queues* tab in the 3ComAsteriskGUI, you can create multiple calling queues and also assign multiple agents as members of those calling queues.

Before you can assign an agent to a calling queue, you must enable the *Is Agent* field that corresponds to the agent's user extension on the *Users* page.

For agents to receive calls as members of a calling queue, they must first log in to the calling queue. The *Options* tab in the 3Com AsteriskGUI lets you choose two methods for agents to log in to a calling queue. Under the *Agent Login Settings* section, select one of the following:

- **Agent Login Extension** – When an agent dials this number, the agent is immediately logged in to all the calling queues of which the agent is a member. The agent will hear hold music until a telephone call comes in. If the agent hangs up the telephone, the agent is automatically logged out of all the calling queues.
- **Agent Callback Login Extension** – When an agent dials this number, the agent is logged in to all the calling queues of which the agent is a member. The agent can leave the telephone on hook. The telephone will ring when the agent receives a call through any of the calling queues. Unlike the Agent Login Extension option, the agent remains logged in to the calling queue until the agent explicitly logs out of the calling queue.

If your agent login setting is *Agent Login Extension*, to log in to any calling queues from your telephone:

1. Dial the Agent Login Extension.
2. At the prompt, enter your extension.
3. At the prompt, enter your password.
4. Wait for the system to indicate you are logged in as an agent.

The system plays hold music until you receive a call.

To log out of the calling queues, hang up the telephone.

If your agent login setting is *Agent Callback Login Extension*, to log in to any calling queues from your telephone:

1. Dial the Agent Callback Login Extension.
2. At the prompt, enter your extension.
3. At the prompt, enter your password.
4. At the prompt, enter a new extension. This is the extension of the telephone that you are currently using, which can be the same as the extension in Step 2 or another extension if you are at another telephone.
5. Wait for the system to indicate you are logged in as an agent.
6. Hang up the telephone.

You can now receive calls made to the calling queues.

To log out of the calling queues:

1 Dial the Agent Callback Login Extension.

2 At the prompt, enter your extension.

3 At the prompt, enter your password.

4 At the prompt for a new extension, press **#**.

5 Wait for the system to indicate you are logged out as an agent.

Modifying Configuration Files

If you have opened a configuration (*.cfg*) file from the Linux shell, make sure that you close the file before you use the 3Com AsteriskGUI to make changes associated with that configuration file. If you keep the file open, 3Com Asterisk might not function as expected.

Updating Your 3Com Asterisk Appliance Configuration

Note: Before you update your 3Com Asterisk Appliance, see Important Information to determine if you need to follow some or all the steps in this section. If you only need to update the firmware image on the 3Com Asterisk Appliance to a newer version, skip the next section and follow the steps in Updating the 3Com Asterisk Appliance Firmware Image. Update the bootloader and telephone images only if you have been instructed to do so in the current version of the release notes or by 3Com technical support personnel.

Updating the Bootloader Image

If you have been instructed to update the bootloader image, follow these steps:

1 Use an adapter to connect the serial port on the 3Com Asterisk Appliance to the serial port on your PC.

2 Establish a connection from your PC to the appliance using one of the following:

- **Terminal emulation software** (such as HyperTerminal)

  The terminal settings are:

  - Baud Rate – 57600
  - Data bits – 8
  - Parity – None
  - Stop bits – 1
  - Flow Control – None

- **SSH**

  The default root password for SSH is `digium`.

3 Copy the bootloader image to an FTP server if you do not have access to the image from a public FTP server.

4 Use the *bootloaderupdate* command to download the image from the server on which the image resides:

```
root:~> bootloaderupdate tftp <hostname> <image file>
```

The following is an example of the *bootloader* command:

```
root:~> bootloaderupdate tftp 123.45.12.34 app.ldr-dgm-1.0.3.2-3com-r1.4.0.11.3
Downloading app.ldr-dgm-1.0.3.2-3com-r1.4.0.11.3 from host 123.45.12.34 via TFTP
Verifying the MD5 checksum...
1+0 records in
1+0 records out
3503+0 records in
3503+0 records out
Downloaded firmware /tmp/image-4244.bin program size is 112096
Writing firmware to FLASH -- DO NOT REBOOT!!!!...
Verifying FLASH...PASSED
Finished writing firmware to FLASH...
Updating environment...
root:~>
```

5 Reboot the appliance.

6 Follow the steps in the next section to update the 3Com Asterisk Appliance firmware image.

Updating the 3Com Asterisk Appliance Firmware Image

Log in to the 3Com AsteriskGUI and follow these steps to update the 3Com Asterisk Appliance firmware image:

1 Save your appliance's configuration:

a) Click the *Backup* tab, and then click *Take a Backup*.

b) In the *Create New Backup* dialog box, type a meaningful file name using alphanumeric characters only. Do not use dashes, dots, hyphens, and the like. Do not include an extension for the file name; the appliance automatically appends a date and time stamp to the file name.

c) Click *Backup*.

Note: The backup file is saved on the Compact Flash in */var/lib/asterisk/sounds/backup/*. You might be asked to provide this file by 3Com technical support personnel.

2 Click the *Update* tab. From the Update Appliance Firmware page, follow Step 3, Step 4 or Step 5 depending on how you will access the firmware file.

3 If you have been provided with an HTTP URL for a software server:

a) Make sure the *HTTP URL* radio button is enabled.

b) Type the HTTP URL in the dialog box, for example:

```
http://company.com/downloads/software.img
```

c) Click *Go* to download the software to your PC.

d) In the *Upload a new image* section, click *Browse*.

e) Select the image file that is on your PC and then click *Upload Image*.

f) Reboot the appliance.

4 If you have been provided with a software file name and a TFTP server address:

a) Click the *TFTP Server* radio button.

b) Type the software file name and TFTP server address in the dialog boxes.

c) Click *Go*.

5 If you downloaded the image to your PC:

a) In the *Upload a new image* section, click *Browse*.

b) Select the local image file on your PC and then click *Upload Image*.

c) Reboot the appliance.

6 If necessary, customize the default configuration to modify 911 connectivity, service providers, user names, calling rules, passwords, NTP server, SSH access, GUI access using the WAN, and the like. See the *3Com Asterisk Appliance Administrator's Guide* for the default configuration settings. Make sure that you save all changes. See Saving Configuration Changes for information about how to save changes in the 3Com AsteriskGUI.

Note: See the NTP: Network Time Protocol Some web site (www.ntp.org) for a list of NTP servers. Some commonly used NTP servers include:

- tick.ucla.edu / tock.ucla.edu (Los Angeles, California)
- time.nist.gov (Boulder, Colorado)
- tick.mit.edu (Boston, Massachusetts)

7 Upload the appropriate timezone files from the 3Com Partner Access Web site. If your configuration includes analog lines, calibrate the analog service provider:

a) Click the *Service Providers* tab.

b) Click the *Options* drop-down list for the analog service provider.

c) Click *Calibrate*.

d) Save your changes. See Saving Configuration Changes for information about how to save changes in the 3Com AsteriskGUI.

9 If you changed the dial plan calling rules for outgoing calls, you might want to create a telephone provisioning custom configuration file (*custom.cfg*), or update an existing configuration file if it exists, so that you do not have to press the # key after you dial.

a) Establish a connection from your PC to the appliance using one of the following:

- **Terminal emulation software** (such as HyperTerminal), using an adapter to connect the serial port on the 3Com Asterisk Appliance to the serial port on your PC.

  The terminal settings are:

  - Baud Rate – 57600

- Data bits – 8
- Parity – None
- Stop bits – 1
- Flow Control – None

- **SSH**

  The default root password for SSH is `digium`.

b) Create or edit the *custom.cfg* file, which resides in the *var/lib/asterisk/sounds/phoneprov_configs/* folder on the CompactFlash card.

The *custom.cfg* file is in xml format and specifies the user-defined settings that will be provided to all phones that use the appliance.

The following shows the contents of the polycom.xml file, which you can use as a template:

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<config>
   <digitmap
     dialplan.1.digitmap="1xxx|5xxx|6xxx|7xxx|9xxxxxxT|91xxxxxxxxx|9[2-
9]xxxxxxxx|911|[89]911|[89]1800xxxxxxx|[89]1855xxxxxxx|[89]1866xxxxxxx|[89]1877
xxxxxxx|[89]1888xxxxxxx" dialplan.1.digitmap.timeOut="3"
     dialplan.2.digitmap="1xxx|5xxx|6xxx|7xxx|9xxxxxxT|91xxxxxxxxx|9[2-
9]xxxxxxxx|911|[89]911|[89]1800xxxxxxx|[89]1855xxxxxxx|[89]1866xxxxxxx|[89]1877
xxxxxxx|[89]1888xxxxxxx" dialplan.2.digitmap.timeOut="3"
   />
</config>
```

The pattern explanations include:

```
1xxx                    Internal ext
5xxx                    Internal ext
6xxx                    Internal ext
7xxx                    Internal ext
9xxxxxxxT               Local 7 digit
91xxxxxxxxxx            Long distance
9[2-9]xxxxxxxxx         Local 10 digit
911                     Emergency 911
[89]911                 Emergency 911 or 811
[89]1800xxxxxxx         Toll free
[89]1855xxxxxxx         Toll free
[89]1866xxxxxxx         Toll free
[89]1877xxxxxxx         Toll free
[89]1888xxxxxxx         Toll free
```

Updating the Telephone Image Files

If you have been instructed to update the 3Com telephone image files, follow these steps.

1 Make sure that you have updated the bootloader image (see Updating the Bootloader Image) and the 3Com Asterisk Appliance firmware image (see Updating the 3Com Asterisk Appliance Firmware Image).

2 Establish a connection from your PC to the appliance using one of the following:

- **Terminal emulation software** (such as HyperTerminal), using an adapter to connect the serial port on the 3Com Asterisk Appliance to the serial port on your PC.

  The terminal settings are:

- Baud Rate – 57600
- Data bits – 8
- Parity – None
- Stop bits – 1
- Flow Control – None

- **SSH**

  The default root password for SSH is **digium**.

3 Copy the telephone image file to an FTP server if you do not have access to the image file from a public FTP server.

4 Use the *3com-get-phoneimage* command to download the image from the server on which the image resides:

```
root:~> 3com-get-phoneimage <hostname> <image file>
```

The following is an example of the *3com-get-phoneimage* command:

```
root:~> 3com-get-phoneimage 123.45.12.34 phone_image_R_7.1.47-0.tar.gz
Downloading phone_image_R_7_1_47_0.tar.gz from host 123.45.12.34
Installing Image [ OK ]
Starting 3com Downloader
root:~>
```

5 Reboot the appliance.

Configuring Polycom Telephones

The 3Com Asterisk Appliance supports Polycom telephones as well as 3Com telephones. If you plan to use a Polycom telephone over a wide-area network (WAN), follow these steps to configure the telephone:

1 Connect the Polycom telephone to one of the LAN ports on the 3Com Asterisk Appliance.

2 Use the 3Com AsteriskGUI to configure the Polycom telephone for your environment. Make sure you enter the telephone's MAC address in the Phone Serial field of the Users page. See the *3Com Asterisk Appliance Administrator's Guide* for information about how to configure the telephone.

3 Reboot the Polycom telephone and verify that it is operational.

4 Connect the Polycom telephone to the WAN.

5 Assign an IP address to the Polycom telephone. You can assign a static IP address or use DHCP to provide the IP address.

6 Use the telephone's LCD-based user interface to assign the WAN IP address of the 3Com Asterisk Appliance.

7 For more information about configuring Polycom telephones, see the Polycom telephone guide for your telephone or the Polycom web site.

You can also copy the Polycom custom configuration (if it exists) and image files from the 3Com Asterisk Appliance and configure a boot server on your PC. The files are available at:

```
/var/lib/asterisk/phoneprov/polycom.xml
/var/lib/asterisk/sounds/phoneprov_configs/custom.cfg
```

You can then configure the Polycom telephone to use the boot server to acquire the correct image files rather than use the 3Com Asterisk Appliance. For more information about configuring Polycom telephones, see the telephone guide that comes with your telephone or the Polycom web site.

Backing up and Restoring the 3Com Asterisk Appliance

Perform backup and restore procedures during non-business hours to ensure that you do not affect the availability of the 3Com Asterisk Appliance and to avoid additional load on the system. 3Com recommends that you follow these guidelines during backup and restore procedures:

- Ideally, restrict or limit active calls on the 3Com Asterisk Appliance, such as incoming or outgoing calls, internal calls, or voice mail activity.
- Do not interrupt the power supply to the 3Com Asterisk Appliance.
- Do not make configuration changes by using the 3Com AsteriskGUI or by directly modifying configuration files on the 3Com Asterisk Appliance.
- Do not change the hardware configuration or attach new devices (such as telephones).
- Do not execute commands on the 3Com Asterisk command line interface (CLI) or uClinux shell.

Guidelines for Using the Bandwidth.com Service Provider

- **Guideline:** To ensure that changes are propagated properly to the *extensions.conf* file when you edit existing incoming calling rules to use the Bandwidth service provider, follow these steps.

  Note: Do not edit existing incoming calling rules.

1. Access the 3Com AsteriskGUI.
2. Create a Bandwidth service provider. Click the *Service Providers* tab, click *Add Service Provider*, and then select *Bandwidth (SIP)*. Save your changes.
3. In the List of Service Providers page, click the *Options* drop-down menu next to the Bandwidth service provider entry and then click *Advanced*. Note the trunk name, for example, *trunk_3*, which lets you determine the incoming calling rule context (such as DID_trunk_3) for the following steps.
4. Click the *Incoming Calls* tab. From the *Incoming Call Rules* page, create a *new* unmatched incoming calling rule for Bandwidth, which routes all calls to the auto attendant voice menu at extension 5500.
5. From the *Incoming Call Rule* page, create a *new* matched calling rule for Bandwidth. Specify a DID (for example, 5551231010) and route that call to the corresponding extension (for example, 1010). You will modify the calling rule in the following steps.

6 Click the *Options* tab and then click the *Advanced* button, which reveals the *File Editor* tab on the toolbar column.

7 Click the *File Editor* tab, click the *Config Files* drop-down menu, and then select *extensions.conf*.

8 Scroll through the *extensions.conf* file until you reach the incoming calling rule context (for example, DID_trunk_3). This is an example of what you might see:

```
include=default
exten=_+X.,1,Goto(default|5500|1)
exten=s,1,ExecIf($[ "${CALLERID(num)}"="" ],SetCallerPres,unavailable)
exten=s,2,ExecIf($[ "${CALLERID(num)}"="" ],Set,CALLERID(all)=unknown <0000000>)
exten=s,3,Goto(default|5500|1)
exten=15551231010,1,Goto(default|1010|1)
exten=+15551231010,1,Goto(${EXTEN:1}|1)
```

9 Manually modify the incoming calling rules, which you created in the previous steps.

- **Guideline**: In the event that you need to delete an incoming call rule:

1 Delete the contents of the incoming calling rules context (for example, DID_trunk_3) from the 3Com AsteriskGUI file editor.

Note: Do **not** delete the context header (for example, *DID_trunk_X*).

2 From the Home tab, click *Save Configuration*.

3 In the file editor, verify that the lines under the context header (for example, *DID_trunk_X*) have indeed been deleted from the *extensions.conf* file. If necessary, delete any remaining lines; remember to leave the context header intact.

4 If required, create new incoming calling rules from the 3Com AsteriskGUI and then use the file editor to edit them.

- **Guideline: For 3Com Telephones** -- You must modify the caller ID for an incoming Bandwidth call to perform a successful attended transfer from a 3Com telephone.

  If an external caller dials a Bandwidth-assigned telephone number, which you have mapped to an extension using incoming calling rules or routed to the auto attendant voice menu 5500 using an unmatched incoming calling rule, the system provides an error message when you press the Transfer button to complete the transfer.

  To modify the caller ID for the incoming call, follow these steps.

  Note: It is assumed that your environment uses the 3Com Asterisk default configuration. As an example for these steps, assume that Bandwidth has provided you with a DID range of 5551231000 – 5551231199.

1 Follow Step 1 through Step 8 from the first guideline.

2 Make these modifications (see the example below) so that:

- Incoming calls with a DID that is not in the range 5551231000 -1199 first match on line 2, where 9 replaces the plus sign (+) in the caller ID.

- Then, incoming calls match on line 3 and the call is routed to extension 5500.

- Incoming calls with a DID in the range 5551231000 -1199 first match on line 9. The first plus sign (+) character in the DID is stripped.
- Then, the incoming calls match on line 7, where a 9 replaces the plus sign (+) in the caller ID.
- Then, the incoming calls match on line 8, where the first seven digits from the remaining DID (that is, 1555123XXXX) are stripped and the calls are routed to extension XXXX (that is, to the extension that matches the last 4 digits of the DID).

```
1  include=default
2  exten = _+X.,1,Set(CALLERID(num)=9${CALLERID(num):1})
3  exten=_+X.,2,Goto(default|5500|1)
4  exten=s,1,ExecIf($[ "${CALLERID(num)}"="" ],SetCallerPres,unavailable)
5  exten=s,2,ExecIf($[ "${CALLERID(num)}"="" ],Set,CALLERID(all)=unknown
<0000000>)
6  exten=s,3,Goto(default|5500|1)
7  exten = _1555123XXXX,1,Set(CALLERID(num)=9${CALLERID(num):1})
8  exten=_1555123XXXX,2,Goto(default|${EXTEN:7}|1)
9  exten=_+1555123XXXX,1,Goto(${EXTEN:1}|1)
```

- **Guideline:** To route incoming calls based on DID, you need to create a separate entry for each DID.

  An alternative is to edit the Bandwidth incoming calling rule directly.

  For 3Com telephones: Follow the steps in the preceding guideline.

  For Polycom telephones: To allow incoming calls with a DID that matches an extension to be routed directly to that extension, make these modifications (see the example below) so that:

- Incoming calls that match the company DID range match the last line, where the first character plus sign (+) is stripped from the DID.
- The line preceding the last line matches, where the first several characters of the DID are stripped and the call is routed to the extension that matches the last 4 digits of the DID.

```
[DID_trunk_3]
  include=default
  exten=_+X.,1,Goto(default|5500|1)
  exten=s,1,ExecIf($[ "${CALLERID(num)}"="" ],SetCallerPres,unavailable)
  exten=s,2,ExecIf($[ "${CALLERID(num)}"="" ],Set,CALLERID(all)=unknown
<0000000>)
  exten=s,3,Goto(default|5500|1)
  exten=_1555123XXXX,1,Goto(default|${EXTEN:7}|1)
  exten=_+1555123XXXX,1,Goto(${EXTEN:1}|1)
```

- **Guideline:** Modify the trunk dial macro to ensure that the system sends out the correct caller ID to Bandwidth.

  Modify the trunkdial macro (see the example below) so that:

  - The characters +1 are prepended to the first digits of the DID range to the caller ID of a phone extension.
  - Replace the first line in the macro-trunkdial, for example, exten=s,1,set(CALLERID(all)=${IF(${LEN(${CALLER ID(num)})} > 6 ? ${CALLERID(all)} : ${ARG2})}) with exten = s,1,set(CALLERID(num)=+555123${CALLERID(num)})

```
 [macro-trunkdial]
exten = s,1,set(CALLERID(num)=+1555123${CALLERID(num)})
exten = s,n,Dial(${ARG1})
exten = s,n,Goto(s-${DIALSTATUS},1)
exten = s-NOANSWER,1,Hangup
exten = s-BUSY,1,Hangup
```

```
exten = _s-.,1,NoOp
root:~>
```

If Bandwidth assigns a DID range of 5551231000 -1199, the caller ID for all outgoing calls typically is a number from the above range with the characters +1 prepended. For example, if a user at extension 1010 dials out, the caller ID would be +15551231010. Note that this meets Bandwidth's requirements.

Problems Corrected in R1.4.0.14.3

- 3Com telephones display time in 12-hour UTC format. The time that a 3Com telephone displays on its LCD is based on the default time zone setting on the 3Com Asterisk Appliance (click *Networking* on the left navigation tab and then click the TimeZone button). If you change time zone information, you must reboot the 3Com Asterisk Appliance and the 3Com telephone. (ID 49063)

Problems Corrected in R1.4.0.14.2

- You do not need to press the pound key (#) after you enter an extension to make a call from a 3Com telephone. (ID 48857)

Known Anomalies for the 3Com Asterisk Appliance

- You can upload multiple timezone files to the 3Com Asterisk Appliance. When you delete timezone files, you can delete all but one file. Therefore, one timezone file will remain on the 3Com Asterisk Appliance.

- When you establish a conference bridge, unfavorable audio might occur when a second caller or subsequent callers join the conference. (ID 48285)

- By default, the 3Com Asterisk Appliance does not support Caller ID blocking and Feature Code 890, and Caller ID Next blocking and Feature Code 889. (ID 48239, ID 48248)

- The Hands Free feature is active for calls from outside your local processor, that is, external calls. (ID 48315)

- If you use the ftp command from the Linux shell, the 3Com Appliance will not function. Instead, use the ftpput and ftpget commands. (ID 48798)

- If you enter invalid server information in the Update tab of the 3Com AsteriskGUI, the *Upgrading Firmware* pop-up message box displays indefinitely. To clear the pop-up message box, click another tab and then click the Update tab again. (ID 48790)

- A 3Com telephone cannot park a call from a telephone with Caller ID that is not the same as the extension number. (ID 48844)

- You might need to reboot the 3Com Asterisk Appliance if WAN IP settings do not restore properly after you restore a configuration backup file. (ID 48908)

- If you reset to the factory default settings and the 3Com Asterisk Appliance does not operate as expected, reset the factory default settings again and reboot. (ID 48923)

- When you create a Service Provider entry or update an existing entry for a 3Com V7111 Gateway, in the *Advanced Settings* dialog box, set the *insecure* field to *port,invite.* (ID 48929)

- If you use the 3Com AsteriskGUI to add the VoicePulse service provider, edit the VoicePulse [trunk_x] context in the *users.conf* configuration file:

  - Change the line that references a VoicePulse gateway from :

    `host=connect10.voicepulse.com`

    to:

```
host=connect01.voicepulse.com
```

- If it is not already included, add this line:

```
fromuser= <VoicePulse_login_ID>
```

(ID 48964)

- If you use the 3Com Asterisk CLI to turn on debug logging or set a high verbosity level, the performance of the 3Com Asterisk Appliance can be adversely affected.

- Unless there is a valid reason, such as validating configuration changes or call flows, do not use the 3Com Asterisk CLI *asterisk –r* command during a HyperTerminal/ssh connection and leave it running. The performance of the 3Com Asterisk Appliance can be adversely affected

- If you observe that the Asterisk Appliance time setting does not synchronize correctly with an NTP server:

  a) Create (or modify, if it already exists) the */etc/config/rc.local* file to include these lines:

```
killall ntpd
ntpd -g &
```

  b) From the 3Com AsteriskGUI, click the *Networking* tab and then delete the URL of the NTP server.

  c) Enter the URL of the NTP server again in the *NTP server* dialog box.

  Note: To test DNS resolution, from the 3Com Asterisk CLI, you can use the `ping` command with the domain name of the NTP server.

  d) From the Home page, click *Save Configuration* and then click *Reboot*.

Documentation Comments

As we work to make the documentation easier for you to use, we invite you to send us your feedback on errors that you find in the books and Help systems, and also on areas that you would like to see explained more fully.

Please send your documentation comments to us at the following address:

Voice_TechComm_Comments@3com.com

IMPORTANT: As always, please address all questions about the 3Com Asterisk Appliance and related hardware and software to your authorized 3Com reseller.

Thank you.